

Weobley & Staunton on Wye Surgeries

PATIENT PARTICIPATION GROUP (PPG) TERMS OF REFERENCE

INTRODUCTION

General Practices have a responsibility to involve patients in relative issues relating to the Practice and to respond appropriately to patient's views and experiences. General Practices also have a legal duty to engage with their patients in order to make commissioning decisions that reflect the needs, priorities and aspirations of the local population.

The key roles of the group are to bring together patients, doctors, practice staff and local commissioners to:

- Promote the well-being of patients and support the practice to provide a high quality of care and service delivery
- Provide a locality support process for commissioners so that local needs can be identified

The PPG shall be non-party in politics and non-sectarian in religion. The PPG shall have power to affiliate to the National Association for Patient Participation and to other organisations with similar objectives. The PPG shall at all times respect diversity and will be committed to the principles contained within the Equality Act.

ROLE & REMIT

The PPG will enable the Practice to communicate and build positive relationships with its patient population. The core objectives of the PPG will be to:

- Facilitate and enable dialogue between patients and the practice team and promote patient involvement in the practice via email and face to face meetings
- Facilitate debate among local residents and workers concerning health needs, health priorities and current service provision (In general this will need to be focussed on a specified geographical area , but also be aware of the Herefordshire Clinical Commissioning Group's agenda and issues that affect other commissioning groups).
- Provide a framework for the input of information relating to health commissioning priorities
- Collect feedback from the community about current health service provision and suggestions concerning gaps and how services could be improved
- Ensure the needs and interests of all patient groups are taken into consideration – including people with specific illnesses or conditions, people with a disability and people from minority ethnic groups
- Ensure patients' needs are considered in the development of the practice systems eg. appointment systems and telephone systems, providing information about and promoting understanding of such systems amongst patients
- Support the practice to achieve its health promotion aims
- Review and, where appropriate, provide advice and recommendations on the Practice's annual patient survey
- Review external and internal performance information (eg. GP Survey, CQC Reports, complaints)

- Ensure that patient information and advice on access and practice services are readily available and clearly presented
- Liaise with Herefordshire CCG and other appropriate patient networks

MEMBERSHIP

All patients registered with the Practice and Practice staff are entitled to membership of the virtual PPG. This forum will use email correspondence, surveys and web polls to request feedback from a wider cohort of patients that will feed discussion by a PPG that will meet face to face. Patient members do not need to represent other interest groups but efforts will be made to ensure a spread of membership in terms of age and gender.

The membership of the face to face PPG will include:

- Elected patient representatives
- GP Partner
- Representatives from the Practice team including the Practice Manager

Removal of a patient from the Practice list, for whatever reason, will disqualify continuing membership of the PPG.

MEETINGS

- The PPG will endeavour to meet no fewer than four times a year
- Notice of meetings, minutes of meeting and information about the PPG activities will be displayed on the PPG noticeboard in the Practice waiting room and on the PPG's web page, members will be notified by email or by post where necessary.
- An annual report will be published on the Practice website PPG page.

MANAGEMENT OF MEETINGS

- The PPG's activities will be organised by the Practice Manager in consultation with the PPG members
- Administrative assistance will be provided by staff at the Practice
- The PPG will initially be chaired by a practice representative although this can be delegated to a patient representative as the PPG becomes established.
- Meetings will be held on an alternating basis in one of the Practice premises
- A representative from the Practice team will attend meetings to take minutes and organise agendas and papers
- All members of the PPG will be contacted in advance and invited to raise items to be placed on the agenda
- All patient representatives should contact the Practice Manager with any questions or issues
- All members will be expected to respect rules of confidentiality and not discuss personal or sensitive information outside of any meetings

GROUND RULES

- These meetings are not a forum for individual complaints and single issues
- The PPG advocates open and honest communication and challenge between individuals
- The PPG will be flexible, listen, ask for help and support each other
- The PPG will demonstrate a commitment to delivering results, as a group
- All views are valid and will be listened to

Confidentiality Notice

This document and the information contained therein is the property of **The Weobley & Staunton-On-Wye Surgeries**. This document contains information that is privileged, confidential or otherwise protected from disclosure. It must not be used by, or its contents reproduced or otherwise copied or disclosed without the prior consent in writing from **The Weobley & Staunton-On-Wye Surgeries**.

Document Revision and Approval History

Version	Date	Version Created By:	Version Approved By:	Comments
1.0	04.08.14	Michele Petrie	Michele Petrie	